



Community Resource & Referral Centers (CRRC)

**A Model Development Project of VA's National
Center on Homelessness among Veterans**

NHC Conference Call, Draft Overview of CRRCs – November 6th 2012



The CRRC Mission

To provide one stop service centers in collaboration with local community partners to serve both homeless Veterans and Veterans at risk for homelessness and their families



The CRRC Vision

To provide space in a community store front setting that is accessible to the homeless where Federal, state, and local community partners can join VA staff in a one stop setting to provide comprehensive services for homeless and “at risk” Veterans and their families with a goal of preventing or ending their homelessness



Basic Requirements

- Secure store front community accessible space
- Provide space free of charge to collaborating community partners thru a sharing agreement or memorandum of understanding
- Maintain operations seven days per week, directly or through referral
- Provide showers and laundry facilities on site or thru sharing agreements
- Provide access to food and clothing services via non-profit community providers
- Provide rapid referral to housing services (emergency and permanent)
- Provide medical and mental health services either on site or by referral
- Provide comprehensive services to prevent and/or end homelessness directly or by referral

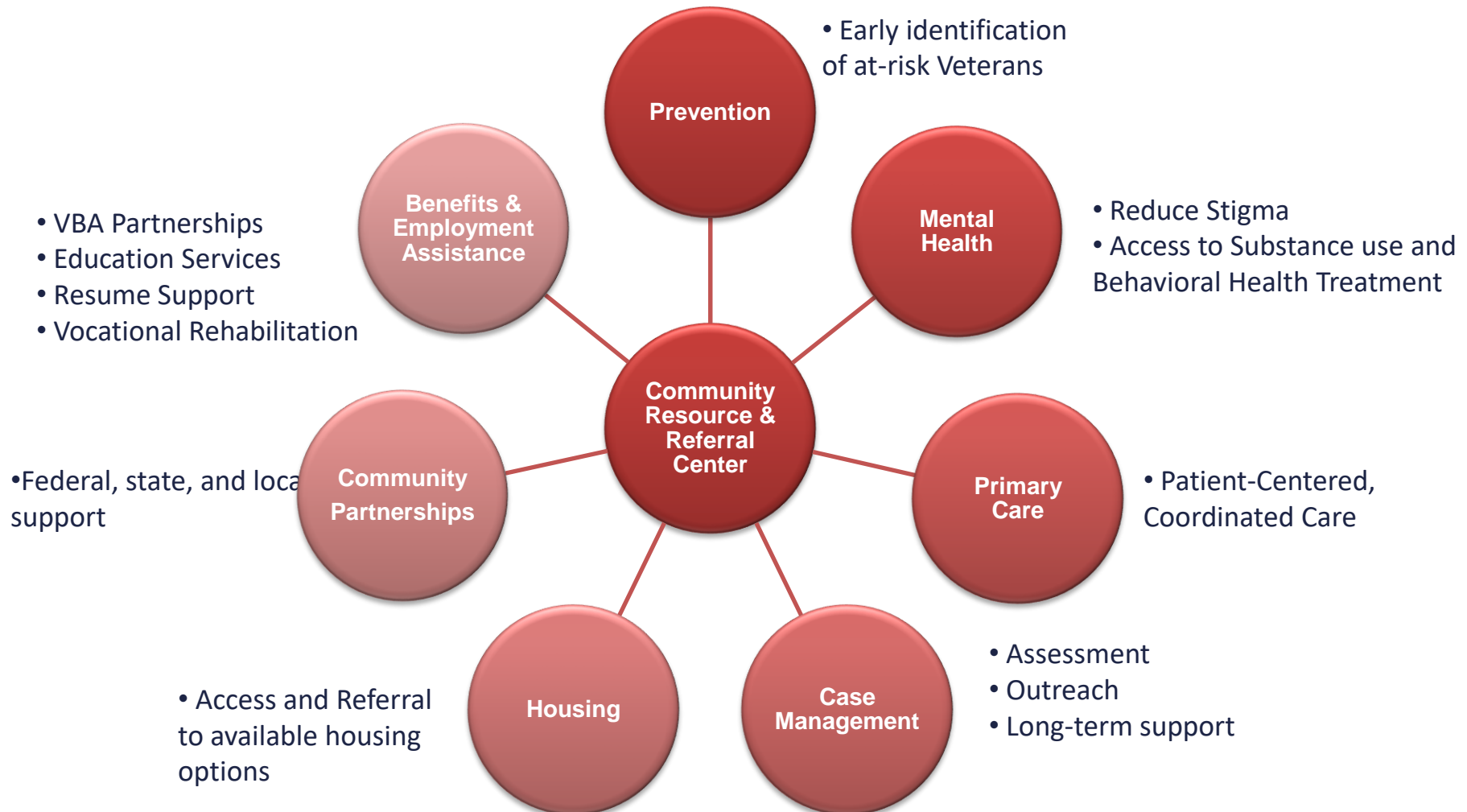


Core Principles

- Welcoming environment
- Low threshold to entry/easy access to services
- Urban store front locations
- Leveraging community partners
- Comprehensive service array on-site (co-located)
- Rapid access to primary, specialty and behavioral health care
- Rapid access to housing

CRRCs Provide a Hub for a Comprehensive Response to Homelessness

CRRCs converge seven key components—all critical to tackling the underlying issues that lead to homelessness





The First Model Development Sites

- Akron, OH
- Atlanta, GA
- Chicago, IL
- Cleveland, OH
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Las Vegas, NV
- New York (Harlem), NY
- New Orleans
- Omaha, NE
- Philadelphia, PA
- Phoenix, AZ
- Portland, OR
- San Francisco, CA
- Washington, DC
- Minneapolis, MS (VISN Funded)



Coordination With Hotline

- CRRC Staff are used at most sites to respond to calls from homeless hotline
- CRRCs serve as entry point and coordinator of services to hotline callers

A stylized, wavy American flag with red and white stripes and a blue field with white stars, positioned at the top of the slide.

Special Guidance for Providing The Following Services

- Food
- Transportation
- Laundry
- Showers



Provision of Expanded Service Hours

- Assessment of Need
- Safety Considerations
- Collaboration with Community Partners for Expanded Service Hours



Employment and Income Services

- Coordination with VA, Federal and State Employment Programs
- Coordination with Benefits and Economic Assistance Providers



Developmental Stages

- Site Selection/Lease/Site Modification
- Recruitment and Hiring of VA Staff
- Identification and Recruitment of Community Partners
- Planning and Implementation of Key CRRC Components
- Community Announcement/Public Affairs Activities
- Program Evaluation/Data Management Activities



Leasing Space and Contracting for Services

Coordination with:

- Capital Asset Managers
- Engineering Staff
- Contracting Staff

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Lessons Learned

- Demand for Prevention Services and Prevention Providers
- Including Employment Assistance Providers
- Storage Bins and Lockers
- Computer access and E-mail services
- Bed bug/pest control needs
- Staffing, securing space, and meeting the timetable to become operational in nine months



CRRC Evaluation

- Fidelity
 - Program Measures
 - Adherence to Models
- Administrative
 - VA Staff Workload Capture
 - COMMUNITY Partner Workload Capture
- Long term Follow-up
- Outcomes